

‘LaCarte’ Purchasing Card Program

Updates for Program Administrators

The Agency Program Administrator will be responsible for keeping abreast of program updates as they are posted on the Office of State Purchasing/State Travel ‘LaCarte’ Procurement Card Program Website and for the dissemination of this information to the Department Head, Cardholders and any other agency personnel as deemed appropriate.

- The Bank of America Client Education Team offers EAGLS retaining sessions which demonstrate a different aspect of EAGLS functionality each session. The training is delivered via MSHOW web conferencing and audio (phone). Each session last approximately 1 hour.

Please review the [EAGLS Refresher Training Schedule](#) and feel free to register for any upcoming session.

If you have any questions, please do not hesitate to contact the State Travel Office.

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- New contact information for Bank of America:

Becky Eure

[**becky.eure@bankofamerica.com**](mailto:becky.eure@bankofamerica.com)

757-533-7696 – Phone

704-719-5404 – Fax

Becky’s backup will be:

Jane Ritter

[**jane.ritter@bankofamerica.com**](mailto:jane.ritter@bankofamerica.com)

757-533-7882 – Phone

704-719-5404 – Fax

If you need any further support, please do not hesitate to call the State Travel Office. Thanks for your support.

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- As ‘LaCarte Visa Cards approach their expiration dates, please be aware that the purchasing cards are automatically renewed by the Bank of America and all new/renewed cards will be sent to the Program Administrator approximately two weeks prior to expiration. The bank has an automated file that is generated about a month prior to expiration that initiates the renewal process. If you have card accounts that are cancelled between the time that the file is generated and the expiration date of the card, it is quite possible that you will receive a new card. If you do, just

contact the Bank to insure that the account is closed. As stated above, all cards whether new or renewed will be sent to the Program Administrator unless the bank is advised otherwise.

- **Program Administrator is responsible for collecting all cards and canceling card accounts when employee terminates from service, or no longer procures for the agency.**
- **Program Administrator will be responsible for their agency's MCC blocks, and maintaining a Master List. Program Administrator will be responsible for additions or deletions to the Master List.**
- **P3's (for ISIS agencies) – The Program Administrator, or their designee, must timely review the P3's and the paper billing statement. If a discrepancy does exist, you should contact Bank of America Support Desk at (757) 533-7444 to determine how the discrepancy will be corrected. Once this information is received, accounting must contact either Frank Kendrick (225) 342-6351 or Gary Andrus (225) 342-1096 at OSRAP and fax a copy of the billing statement to OSRAP (225) 342-1053. OSRAP will then determine if manual P3's have to be issued. This must take place prior to the 25th of each month.**
- **Program Administrator is responsible for using EAGLS reports to manage their agency program. Routine checks should be made to monitor spending, ensure active cards are only issued where necessary, review for split purchasing and research information to enhance or streamline purchasing processes. EAGLS has different views of report information and should be utilized to manage your program.**